

Resident Resource Guide

The City of Westminster has implemented several changes that aim to keep residents and employees safe during unprecedented times brought on by the spread of COVID-19. When Gov. Gavin Newsom issued a “Stay at Home” order March 19, our City had already taken many of the steps outlined in the state’s mandate in a proactive effort to protect residents and staff.

Westminster’s City Hall is closed until further notice, and all in-person meetings and events have been canceled or postponed. The Westminster Police Department lobby is closed; however, there will be no change to police calls for service.

Here, we’ll help explain how you can continue to do business with the City and help you understand the state’s order.

For more details, visit covid19.ca.gov or the City of Westminster’s COVID-19 page at projectwestminster.com/coronavirus-updates.

DON'T

- Gather in public places
- Gather with friends or loved ones who do not live with you unless you are providing care
- Go to work unless you work in an industry deemed an “Essential Service.” These include health care, financial services, food supply and others. A complete list is available at covid19.ca.gov/
- All entertainment venues, dine-in restaurants, bars and gyms are closed

DO:

- Go to the grocery store
- Go to the pharmacy
- Get takeout from a restaurant
- Go to the gas station
- Seek medical treatment from a doctor or hospital
- Have clothes laundered
- Ride a bike for exercise
- Go out in nature for exercise
- Practice social distancing by staying at least 6 feet from others when you must leave the house for the above necessities

RESOURCES IN WESTMINSTER AND BEYOND

City Services

GENERAL CITY INFORMATION:

- Call 714-898-3311 during temporary modified business hours Monday through Thursday, 7 a.m.-5:30 p.m. City Hall, Community Services, and the Senior Center will be closed all Fridays until further notice.
- Follow City of Westminster on [Facebook](#) and [Instagram](#) for after-hour updates.

WESTMINSTER POLICE DEPARTMENT:

- Call 9-1-1 for emergencies.
- Call 714-898-3315 for general police services and Animal Control during regular business hours 8 a.m.-5 p.m.
- To report an open non-essential business or a restaurant that is serving dine-in, visit projectwestminster.com/report-open-businesses

WATER BILL & SERVICE:

- Water billing customers can call the Finance Department at 714-894-3796 to make a payment or for water services. You can also pay online at westminster-ca.gov.
- For water main breaks, leaks or other problems, call 714-895-2876. You can also file a report online or download the MyWestminster Mobile App.

CITY CORPORATION YARD:

- Water Facilities, Maintenance and Fleet Services are functioning at normal capacity. Call 714-895-2876.

COMMUNITY SERVICES

- For your safety, the following park amenities are closed until further notice: playgrounds, fitness equipment, our skate park, drinking fountains, picnic shelters, sports courts, ball fields, and restrooms.
- If you wish to use the open space, please practice social distancing by staying at least six feet away from those who are not part of your household.
- Facility reservations will not be taken during this time.

WESTMINSTER FAMILY RESOURCE CENTER:

- Call 714-903-1331 during regular business hours Monday, Wednesday, Friday, 9 a.m.-6 p.m., Tuesday and Thursday, 11 a.m.-8 p.m.

SENIOR RESOURCES:

- The City is offering each participating senior in the congregate meal program the option to pick up frozen meals to take home. Staff and volunteers will arrange to deliver meals directly to homes for seniors who are unable to pick up their meals.
- Community Services staff is contacting every senior who is registered with the city regarding meal delivery and their meal needs. For questions, call 714-895-2878 during temporary modified business hours Monday through Thursday, 7 a.m.-5:30 p.m.
- For seniors who are able to shop for their own groceries, markets including Whole Foods, Albertsons, Stater Bros., Vons, Pavilions, Target and Northgate Market are opening early to serve vulnerable populations. Call the store or visit <https://projectwestminster.com/senior-resources> for individual hours.

ECONOMIC DEVELOPMENT - BUSINESS LICENSES, PLANNING, AND BUILDING:

- Call 714-548-3247 for Planning or email planning@westminster-ca.gov.
- Call 714-548-3254 for Building.
- Call 714-548-3248 for Housing.
- Many Community Development employees are working remotely at this time. Please leave a message and your call will be returned. Information and many downloadable forms are available on the City's website.
- Business license downloadable forms are available at westminster-ca.gov/our_city/depts/cd/building/license.asp.

Forms can be submitted by email to planning@westminster-ca.gov.

- If you have an active project in Planning or Building, please contact the staff member you have been working with. Emails can be responded to more expediently, but all calls will be returned.
- Building inspections are conducted on a limited basis. Inspections that can be done via video or image sharing will be permitted if the inspector determines that the evidence is sufficient. Outdoor inspections where a minimum of 6 feet human distance can be maintained will continue. Inspection requests will be responded to daily. Thank you for your patience.
- Please note that no garage sale permits will be issued at this time.

OTHER CITY SERVICES:

- Process servers for delivery of subpoenas and summons are asked to call 714-548-3237.
- To file a claim for damages, visit the City Clerk tab at westminster-ca.gov.
- To make a request for public records (not police reports), call 714-548-3237. Please note response times may be delayed due to limited staffing.

Utilities

MIDWAY CITY SANITARY DISTRICT:

- **Trash service will continue as usual. Bulky item pick-up has been suspended until further notice. Call 714-893-3553 for questions.**

STREET SWEEPING

- **Street sweeping is still being conducted on the regular schedule. Parking citations will not be issued at this time, however we do ask that if possible vehicles be moved to help keep our City streets clean.**

SOUTHERN CALIFORNIA EDISON:

- **Southern California Edison is operating as usual. Call 1-800-611-1911 to report an outage.**
- **To help with financial challenges due to COVID-19, Southern California Edison is temporarily suspending disconnections for customers unable to pay their bill. Some Authorized Payment Agencies may close or provide intermittent service. They will waive late payment charges if this affects your ability to make a timely payment. If you need help, visit [sce.com/billhelp](https://www.sce.com/billhelp).**

SOCAL GAS:

- **SoCal Gas is operating as usual. Visit [socalgas.com](https://www.socalgas.com). If your household income has recently changed, you may now qualify for 20% off your natural gas bill with CARE. Apply online at [socalgas.com/CARE](https://www.socalgas.com/CARE).**

Schools

STUDENT FREE LUNCH:

Monday—Friday from 11 a.m.—12:30 p.m.

- **Johnson Middle School (3602 Edwards St., Westminster)**
- **Warner Middle School (14171 Newland St., Westminster)**
- **Wilmore Elementary School (7122 Maple St., Westminster)**

Monday—Friday 9 a.m.— 11 a.m.

- **Westmont Elementary School (8251 Heil Ave., Westminster)**

Monday— Friday 12 p.m.—1 p.m.

- **Westminster High School (14325 Goldenwest St., Westminster)**

Mondays and Wednesdays 11 a.m.— 1 p.m.

- **La Quinta High School (10372 McFadden Ave., Westminster)**

Students do not need to be present for meal pickups.

Exceptions may take place during each school's Spring Breaks.

For more schools and information, call your school district at:

- **Westminster School District: (714) 894-7311**
- **Garden Grove School District: (714) 663-6000**
- **Huntington Beach City School District: (714) 964-8888**
- **Huntington Beach Union High School District: (714) 903-7000**
- **Ocean View School District: (714) 847-2551**

Transportation

BUS SERVICE:

- All OC Bus routes will temporarily shift to the Sunday service schedule seven days a week beginning Monday, March 23. A reduction in service is necessary to help protect the health of OCTA employees while providing reliability to riders who are still depending upon the OC Bus service. The Sunday schedule, which is about 40 percent of the typical amount of weekday bus service, is listed by route on the [OCBus.com](https://www.ocbus.com) website and in all OCTA bus books.
- The OC ACCESS paratransit system, for riders with physical or cognitive limitations, will continue to operate at full-service levels.

Business, Employment and Consumer Information

SMALL BUSINESS HELP:

- Information on Disaster Loan Assistance for small businesses is available at www.sba.gov.

UNEMPLOYMENT:

- Information on disability and unemployment claims is available at edd.ca.gov.

PRICE GOUGING:

- Sellers are prohibited from raising the price of certain consumer goods and services by more than 10 percent after an emergency has been declared. Anyone who believes they have been a victim may call the California Attorney General's Public Inquiry Unit at 916-210-6276 or 800-952-5225.
- The Orange County District Attorney Coronavirus Scam Hotline is 714-834-3482. Reports can be e-mailed to reportascam@da.oc.gov.

County and Health Care Agencies

ORANGE COUNTY HEALTH CARE AGENCY:

- Call from 9 a.m. to 6 p.m. at 1-800-564-8448.

COUNTY OF ORANGE PUBLIC INFORMATION HOTLINE:

- Call from 9 a.m. to 6 p.m. at 714-628-7085.

U.S. CENTERS FOR DISEASE CONTROL AND PREVENTION:

- Information on how to prevent the spread of COVID-19 as well as other detailed information about symptoms and how you can help is available at www.cdc.gov. You can also call the CDC at 800-232-4636.

COUNTY OF ORANGE REGISTRAR OF VOTERS (ELECTION INFORMATION):

- Call 714-567-7600.

Food Distribution and Drives

SECOND HARVEST FOOD BANK OF ORANGE COUNTY

- Second Harvest food bank is hosting a pop up drive-thru food distribution with a supplemental supply of shelf-stable items and produce every Saturday from 9 a.m. to noon at the Honda Center Parking Lot (2695 E Katella Ave., Anaheim). Enter off Douglas and follow signs to food distribution.

FAMILIES FORWARD

- Families Forward is providing drive-thru services, including food assistance and diapers at their Program Center (8 Thomas, Irvine) Monday-Friday 10 a.m. to 2 p.m., no appointment needed.

Pet Services

THE COURTYARD OF SANTA ANA

- **Pet food is usually available on Wednesday nights at 5:30 p.m.**
- **Phone: (714) 451-6198**
- **Location: 400 W. Santa Ana Blvd., Santa Ana, 92701**
- **Website: www.citynet.org/courtyard**

CALVARY CHAPEL WEST GROVE IN GARDEN GROVE

- **Pet food is available at Bread of Life Pantry Thursday—Friday from 3 p.m.—5 p.m.**
- **Phone: (714) 897-8972**
- **Location: 12832 Knott St., Garden Grove, 92841**
- **Website: www.ccwg.org/about/contact**

ILLUMINATION FOUNDATION IN STANTON

- **Pet food is available in the food pantry Monday, Wednesday, and Friday from 10 a.m.—1 p.m.**
- **Phone: (714)507-2459**
- **Location: 7855 Katella Ave., Stanton, CA 90680**
- **Website: www.ifhomeless.org**